

Libraries Linking Idaho Steering Committee Meeting
February 1, 2007
9:00am – 4:00pm

Purpose: To collect and discuss ideas pertaining to the initiation, planning, and evaluation of Libraries Linking Idaho (LiLI) programs and services.

Meeting Leader: Gina Persichini
Recorder: Kelly Caldwell/Nancy Reese

Agenda:

What	Who	Process	Time
Welcome, Introductions, Agenda Review			9:00 – 9:10
LiLI Work Plan <ul style="list-style-type: none"> Distribute 2007 plan Name/charge update 	Gina	Info share	9:10 – 9:15
LiLI Unlimited <ul style="list-style-type: none"> 2007 plans Cost-sharing 	Gina, Anne Gina	Info Share, Discussion Recommendation	9:15 – 10:25
Morning Break			10:25 – 10:45
WorldCat.org <ul style="list-style-type: none"> Integration of Group Catalogs (debrief from MidWinter meeting) Future directions 	Gina Paul Cappuzzello	Info Share Info Share	10:45 – 11:55
Networking Lunch			11:55 – 12:55
Digital Audiobook <ul style="list-style-type: none"> Update from committee Next Steps 	Digital Audio Committee All	Info Share Discussion	12:55 – 1:35
Virtual Reference <ul style="list-style-type: none"> Debrief from MidWinter (Enterprise IM Pilot via L-Net) Updates from AnswerXpress libraries 	Gina All	Info Share	1:35 – 1:55
Regional Updates	All	Info Share	1:55 – 2:15
Afternoon Break			2:15 – 2:35
LiLI Databases <ul style="list-style-type: none"> Update on roll-out of new databases 	Charlotte		2:35 – 2:55
ICFL Update	Ann Joslin	Info Share	2:55 – 3:15
Barcodes – statewide coordination of	All	Discuss	3:15 – 3:35
Next Steps <ul style="list-style-type: none"> Set next meeting date Identify Agenda items 	All	Decision	3:35 – 3:45

LiLI Steering Committee Members Present:

Marcia Beckwith
Joe Reiss
Leanne Wicks
Sandra Shropshire (for Kay Flowers)
Jane Sommerville
Mary DeWalt
Sue Niewenhous

Julie Woodford
Cora Caldwell
Marilyn Moody
Steve Poppino (for Edit Szanto)
Cindy Erickson
Ann Joslin

Guests & Liaisons

Kathleen O'Connor, Washington Idaho Network
Paul Cappuzzello, OCLC

ISL Staff:

Gina Persichini
Frank Nelson
Charles Bolles
Nancy Reese (Recording)

Erin McCusker
Jan Wall
Charlotte Fowles
Kelly Caldwell (Recording)

LiLI Work Plan:

The LiLI Work Plan for 2007 is complete. A copy was distributed to all. It is also available online at <http://libraries.idaho.gov/files/default/2007PlnGper.pdf>. The completed plan for 2007 reflects the work of the original sub-committee of Mary DeWalt, Marcia Beckwith and Ruth Funabiki; additional input from the LiLI Advisory Board as a whole, and the ICFL Management Team.

Name Change. For some time, the Commission has been considering the naming of our various advisory groups. Concerned about confusion from outside the agency that we might have multiple boards, it was decided that the only "Board" would be the Board of Commissioners that governs ICFL. Advisory groups that report to the Board or are appointed by the Board will be named as "councils." Other advisory groups would use names such as Steering Committee or Task Force. As this group is appointed by the State Librarian, it does not fall into either the "Board" or "Council" category. As a result, we have decided to rename this body the Libraries Linking Idaho Steering Committee.

With the changes that have taken place over the past couple of years, ICFL staff did some updating to the LiLI Steering Committee charge found online at <http://libraries.idaho.gov/lili-advisory-board-charge>. There were no significant changes to the scope of the charge. Changes were generally editorial in nature reflecting name changes and some wording and they do not affect the responsibilities or operations of this advisory group.

LiLI Unlimited

Current participation includes 129 libraries: (18 of which are school libraries). The next open-enrollment period is in the Spring. We will distribute invitations to participation in March. Enrollment will run through mid-May. All new enrollees will be able to use their new access beginning July 1st. Training will be provided to any new enrolling library. With space available, training will be opened up to include others that may want a refresher or have new staff requiring training. Training will be scheduled after enrollment so that we can schedule locations that are most convenient to those participating.

In the spring, we will launch an intensive education campaign led by Anne Abrams. Two of the campaign's three goals focus on LiLI Unlimited. They are:

1. Adding 30 school districts to LiLI-U participation. Activities will include:
 - Series of regional information sessions for school library staff to learn more about the program, see demos, and hear from other participating school staff about their own experiences. These events will also include information on how school library staff can be advocates for participation by sharing word of it with their school opinion leaders.
 - Targeted outreach efforts to school leadership (Superintendents and Principals) about the value of LiLI-U participation.
 - A strong level of support and support materials will also be put into place to assist those new (and currently participating) libraries as they adapt to the LiLI-U tools and to prepare them for readapting to the tools after long breaks and/or staff turnover. A big part of this will be a LiLI-U User's Guide that will be provided to every participating library in print. It will also be made available online.
2. The 2nd goal is to increase the number of libraries that use the ILL Direct Request feature that links the OCLC ILL system to WorldCat. This feature makes it easy for the end user to send an electronic request to their home library staff when they identify an item they need through interlibrary loan. Direct Request offers an option for staff mediation of ILL where the user's request shows up in the home library's ILL message file to process as they would any other print ILL request. The electronic link simply provides an enhanced customer service for the end user.
 - Sharing word of this will involve creating educational pieces that inform library staff how to active the feature and educate them about how simple the process of using it is.

To achieve both goals, the marketing firm we are working with is suggesting we consider some motivational methods to influence changes in behavior (i.e. joining LiLI-U and activating ILL Link) with the libraries involved:

Idea #1 - Significantly discounted annual fee for the first year of LiLI-U participation for first-time enrolling schools/districts. An original suggestion was to consider a first-year-free for newly enrolling schools, but later it was thought that some contribution toward the annual costs would indicate a stronger commitment to trying it out.

Discussion:

- Noted by Gina that any discounts provided would be covered with LSTA funds and not absorbed by other participating libraries.
- Would be a great incentive as use is highly encouraged
- Why not set a date (long term) that is compulsory for use?
- Extend discounts to all types of new participating libraries
- Goal is to help libraries provide library resource sharing to their customer base
- Students are using it in some schools; it's new and they like it
- Fiscal budgeting: schools are under-supported group.
- Schools pay differently depending on district: some by district, some by building

Idea 2 – A library that turns on the ILL function before May 2008, will receive a \$50 discount on their 2008/09 LiLI-U annual fee. It is a one-time discount for that year only. We are working with OCLC to see if the ILL feature can be automatically turned on for new participants—thereby using an opt-out for the feature instead of the current opt-in style.

Discussion:

- Many libraries just need to be educated about Direct Request; they didn't know it could be reviewed before sending to a lender
- Look into training on ILL workflow as managing the workflow is new to so many of our library staff
- ICFL is working with OCLC to see if the ILL Link can be automatically turn on for new participants
- Just educating would be enough
- The discount is a nice gesture
- Some libraries share how much an ILL costs on the packaging and suggest voluntary donations
- A lot of academic library already have it on, a few public libraries do, too.

Cost-Sharing

Gina provided a handout that outlined the subscription costs for the next 3 years, plus one estimated year beyond that. Costs are shared by ICFL State funds, the participating libraries, and LSTA picks up the remaining gap in covering the total subscription costs. In terms of the number of libraries participating, we are about where we originally expected to be. Unfortunately, we still have a gap between what is contributed by ICFL State funds and the participating libraries and the amount of the annual subscription rate from OCLC. The annual costs have been increasing each year by approximately 4% a year. Only ICFL and the Full-cataloging libraries have experienced increases in annual fees. In order to begin closing that gap, we need to (a) recruit more libraries for participation and (b) increase the copy-catalogers costs a bit. The renewal costs for 2008-09 and 2009-10 will be approximately 5% per year.

A proposal was provided with the following features:

- All costs will remain the same for 2007/08, any increases won't take place until the 2008/09 year where billing takes place in July 2008.
- School costs would not increase.
- All other annual fees for copy catalogers would see a small increase. The smallest libraries would see their rates go from \$300 a year to \$350. The largest public libraries would see an increase from \$4,000 to \$4,500 annually.

- Full cataloging libraries would take a 5% increase for 2008/09 and move back to a 4% increase for 2009/10.
- The proposal, combined with successful results of the recruiting campaign, should serve to lower the gap significantly.

Discussion:

- Compliments on the proposal
- Consider a system for school motivation with a “get in now and keep the same rate” option
- We currently have pricing from OCLC only through 2009/10
- We need to let libraries know of the price increase with at least 1-year’s notice so they can prepare budgets
- We’ll advertise the changes this Spring
- Goal is to move away from utilizing LSTA funds to cover the gap
- Can any library get these same services at a lower cost anywhere else? No.
- Consensus: Offer discounts for those that join this year. Rates change the later you get in.

WorldCat.org:

Paul Cappuzzello, OCLC gave a presentation on the use of WorldCat.org, where Group Services fits in the bigger picture of WorldCat and future direction for OCLC.

Update from Digital Audio Subcommittee

The committee reported that there have been significant changes in the services provided by both NetLibrary and OverDrive. In addition, we have heard that some changes may be coming from RecordedBooks. As a result, it was decided to continue to look at the services and bring back some options for moving forward at the next meeting.

- Mary DeWalt joined the subcommittee
- Gina will ask OCLC/NetLibrary for a list of all the libraries/groups in Idaho currently subscribing to their service so we can compare those costs.
- May consider a large-group subscription/purchase or a statewide effort
- May consider a one-year digital audiobook trial program for the state

Virtual Reference

Update from AnswerXpress project (Steve Poppino)

- AnswerXpress group looking at options for continued sustainability of their service
- QuestionPoint representative suggests a possible partnership with libraries in Montana offering the same service.
- Also looking at model used by Washington where the state pays for a base portion of the costs, then individual libraries pay according to their service size to participate in the service

Enterprise IM Virtual Reference Service Pilot (Oregon)

L-net, Oregon's statewide virtual reference service, held an informal meeting on January 21st, to discuss a possible pilot project to utilize open source Enterprise Instant Messaging software for virtual reference service. Gina attended the meeting to gather more information about it and see what possibilities it held.

Enterprise IM is instant messaging that takes place on a local network. A lot of organizations (universities, government, and commercial companies) use enterprise IM systems to ensure privacy and security on their networks usually in response to requirement resulting from HIPPA or Sarbanes-Oxley. The conveners of this meeting are proposing to use an existing open-source enterprise IM system and enhance it in a way that would allow it to be shared among a group of libraries to provide cooperative virtual reference service. The system being proposed would include IM, chat, and co-browsing, among other things.

What is being proposed has some attractive possibilities. Still, the proposal needs some additional details regarding the responsibilities of participating libraries and the plans for overall sustainability of the system.

An exploratory committee was formed to work on more details and planning. In the meantime, Gina offered to share any questions that members of the AnswerXpress and LiLI Steering Committee might have. A copy of the proposal provided by Caleb Tucker Raymond (L-Net) is in the handouts.

LiLI Databases – Update (Charlotte Fowles)

Discussion

- Look at the implication on the time and date of changing LiLI-D again-maybe change on July 1 rather than December-look at the 4 year contract
- Revisit survey of services especially with the academic libraries
- Larger advisory group for review-and then go back to the survey
- The way vendors packaged the products made it hard to get all of the databases we wanted

Barcodes

Gina shared that every couple years a member of the library community inquires about coordinated barcodes. The Commission does not keep track of which libraries use which groups of numbers for their barcodes, but there may be some advantages to doing so. This will be an agenda item for discussion at a future meeting.

ICFL Update (Ann Joslin)

ICFL submitted a budget request with standard inflationary increases and an enhancement request for the Read To Me program. The Governor's recommended did not include either of those. In January, Ann Joslin, gave a budget presentation to the Joint Finance and Appropriations Committee. There are also plans for presentations to the 4 educational committees to present an update on the agency. Ann has presented to the State Affairs committees to address the matter of access to State Documents.

We have a number of Gates Foundation initiatives going on. The Rural Library Sustainability training is going on now in the form of the Celebrations and Connections workshops held around the state. Soon we'll be working on a Spanish Language initiative related to public access computing. The Gates Foundation has also been looking more into the issue of inefficient bandwidth.

ICFL, thanks to the work of Frank Nelson and our Web team of Michael Samuelson and Eric Hildreth, received the Helen Eckard Award for Effective Use of Data for the accessibility and useful of the public library statistics data made available through the ICFL website.

Other Updates

- Gooding High School received two \$500 gift certificates from Borders as a result of receiving a grant for the FirstBooks program.
- Stanley Library District received a grant from Lee Reed in the amount of \$500, which they used to purchase \$1,500 worth of book. The Stanley library is currently looking to acquire land for a new library.
- The Coeur d'Alene Public Library just went "live" as part of the Cooperative Information Network database. This also makes them an active member of WIN, the Washington Idaho Network.
- WIN is working on some local courier matters and may have located a new vendor for their delivery service.
- Soda Springs Public Library attended the training for the eBranch in a Box program and now has a new website thanks to the program.
- Ada Community Library installed the Drupal software locally and redesigned their eBranch.

Next Meeting: Thursday, May 24, 2007

Agenda Items:

- Update on Digital Audio
- Update on LiLI Unlimited
- LiLI-D Training